

DIRECTOR OF INFORMATION TECHNOLOGY

POSITION SUMMARY: Plans and directs the activities and programs of the Information Technology Department. Oversees, coordinates, and administers information technology and communication applications/systems to support current or future City goals. The employee in this position organizes all activities and personnel in a municipal Information Technology Department to ensure the effective, efficient, and secure operation of all information and communication systems. The work also involves the planning of activities and the selection, training, supervision, and discipline of all personnel.

SUPERVISION RECEIVED: Work is performed under the City Manager or other designated official.

SUPERVISION EXERCISED: Supervision is exercised over departmental personnel.

ESSENTIAL JOB FUNCTIONS: An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Develops departmental mission and long-term plans to realize goals in accordance with community needs, demographic trends, and City vision. Plans, organizes, and directs all aspects of departmental operations including personnel, budgeting, planning, and general administration.
2. Assesses Department operations, staffing levels, facilities, and equipment. Analyzes capital needs, makes recommendations for improvements, and implements changes. Monitors operational costs and makes recommendations for increasing efficiency. Develops and implements departmental policies, procedures and regulations.
3. Coordinates with sub-divisions of information services to minimize duplication of effort and maximize efficiency. Serves as departmental advocate and liaison with various departments and City administration.
4. Prepares and presents annual department budget requests, determines resource needs and financing requests, oversees departmental budget administration and ensures that the authorized budgetary and purchasing procedures are properly used.
5. Completes special projects and research, prepares status and special reports, and makes presentations. Attends City Council meetings and other meetings as necessary.
6. Directs the recruitment and hiring of department personnel directly and through designee(s). Supervises personnel, assigns work, evaluates performance, and oversees training and professional development. Assists in problem resolution and takes disciplinary action according to established procedures.

7. Develops long and short term planning and needs assessments for the improvement of the management information, telecommunications, and related systems. Consults with user departments to assess long term equipment and software needs and develops plans and recommendations.
8. Negotiates and oversees contracts with firms providing data processing and telecommunication services. Reviews, evaluates and purchases hardware, software, and maintenance services as needed.
9. Participates in all aspects of proposed process modifications, expansions and upgrades related to hardware and software systems. Confers with consultants and contractors, reviews and/or suggests modifications to enhance operations and efficiency.
10. Keeps abreast of technology developments, new administrative techniques, and current issues through continued education and professional growth. Maintains cooperative relations with peer agencies and other governmental units. Attends conferences, workshops, and seminars as appropriate.
11. Acts as Department spokesperson, establishing and maintaining effective relationships with citizens, news media, community groups, City officials, other employees, and other interests. Responds to public inquiries and investigates complaints.
12. Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES: The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.

- A. Bachelor's degree in computer science, business or public administration, or a closely related field; or equivalent combination of education, training and experience. A Masters degree in computer science or information systems management is desirable.
- B. Six to eight years of job-related experience with demonstrated competence along with at least five years of experience managing in a technology environment and supervising technology personnel.
- C. Considerable knowledge of the professional public management techniques involved in budgeting, personnel administration, labor relations, public relations, procurement and contract administration, and project management.
- D. Sound knowledge of PC/LAN computer operations, networks, PC based applications, operating systems, security measures, and other related electronic information service activities and applications.

- E. Sound knowledge of computer software, including databases, spreadsheets, word processing, geographic information systems, and other applications.
- F. Sound knowledge of web site development and maintenance.
- G. Sound knowledge of municipal operations as they relate to the usage and capabilities of a computer network system.
- H. Demonstrates ability to interact constructively with system users to identify technology needs.
- I. Has established effective and cooperative working relationships and uses tact, good judgment, and resourcefulness when working with superiors, associates, subordinates, vendors, contractors, other organizations, and the public.
- J. Ability to understand, design and utilize complex configuration, installation, and maintenance guidelines.
- K. Demonstrates ability to critically assess situations and solve problems, and to work effectively under stress, within deadlines and changing work priorities.
- L. Demonstrates ability to gather and analyze data for the purpose of preparing accurate and timely reports, memoranda, letters and responses to requests for information. Ability to communicate and present information effectively; both in verbal and written manner to varied audiences.
- M. Demonstrates ability to gather and analyze data for the purpose of preparing accurate and timely reports, memoranda, letters, and responses to requests for information.
- N. Possesses a valid Michigan Motor Vehicle Operators Permit.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.

While performing the duties of this job, the employee is regularly required to talk or hear. While performing the duties of this job, the employee is regularly required to communicate with others and view and produce written documents. The employee frequently is required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee must frequently lift and/or move items of light to moderate weight.

While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually quiet.